

FORM PTO-1449

ATTY. DOCKET 23689-210

SERIAL NO. 09/750,948

(Customer No. 24256)

LIST OF PATENTS AND PUBLICATIONS
FOR APPLICANT'S INFORMATION
DISCLOSURE STATEMENT

APPLICANT

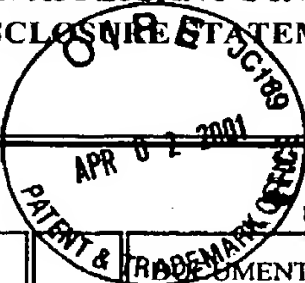
Perry G. Vincent

FILING DATE

12/28/00

GROUP

To Be Assigned

FOR: SYSTEM AND METHOD FOR SUGGESTING
INTERACTION STRATEGIES TO A CUSTOMER SERVICE
REPRESENTATIVE

UNITED STATES LETTERS PATENT

DOCUMENT NUMBER								DATE	NAME	CLASS	SUB CLASS
5	5	7	6	9	5	1		Nov. 19, 1996	Lawrence B. Lockwood		
5	5	9	4	7	9	1		Jan. 14, 1997	Aleksander Szlam et al.		
5	6	3	2	0	0	7		May 20, 1997	Michael J. Freeman		
5	8	5	7	1	7	5		Jan. 5, 1999	Larry J. Day et al.		
5	9	6	3	6	3	5		Oct. 5, 1999	Aleksander Szlam et al.		
5	9	6	6	6	9	5		Oct. 12, 1999	Anthony R. Melchione et al.		
5	9	7	4	3	9	6		Oct. 26, 1999	Michael W. Anderson et al.		

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER								DATE	COUNTRY	CLASS	SUB CLASS

OTHER ART (INCLUDING AUTHOR, TITLE, DATE, PERTINENT PAGES, ETC.)

EXAMINER *S. Ditz* DATE CONSIDERED *6/26/04*

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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